ANNUAL REPORT

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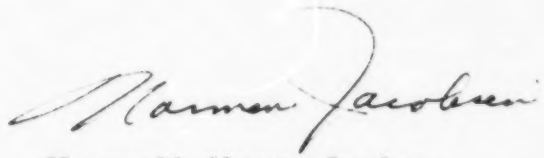
MINISTRY OF LABOUR AND CONSUMER SERVICES

90-05632/

The Honourable David C. Lam
Lieutenant Governor
Province of British Columbia

May it please your Honour:

The 70th Annual Report of the Ministry of Labour and Consumer Services for the fiscal year ending March 31, 1989, is respectfully submitted.

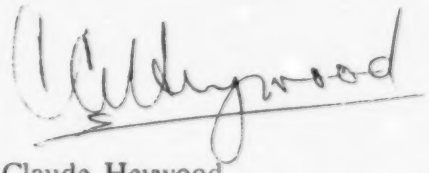


Honourable Norman Jacobsen
Minister of Labour
and Consumer Services

The Honourable Norman Jacobsen
Minister of Labour and Consumer Services
Province of British Columbia

Honourable Minister:

I have the honour to submit herewith the Annual Report of the activities of the Ministry of Labour and Consumer Services for the fiscal year ending March 31, 1989.



Claude Heywood
Deputy Minister

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Ministry of Labour and Consumer Services

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Ministry of Labour and Consumer Services Legislation

(as of March 31, 1989)

Blind Persons Rights Act
* Cemetery Act
* Cemetery Company Act
* Cemetery (Municipal) Act
Consumer Protection Act (1979) R.S.B.C. Chapter 65
Credit Reporting Act
* Cremation Act
Debt Collection Act
Debtor Assistance Act
Employment Standards Act
Fire Department Act
* Funeral Plan Act
Human Rights Act
Industrial Relations Act
Inflation Control Act
Insurance Corporation Act
Insurance (Motor Vehicle) Act
Labour Regulation Act
Liquor Control and Licensing Act
Liquor Distribution Act
Metro Transit Collective Bargaining Act
Ministry of Consumer and Corporate Affairs Act
Ministry of Labour Act
Motor Dealer Act
Pyramid Distribution Act
Railway and Ferries Bargaining Assistance Act
Residential Tenancy Act
Sale of Goods Act
Trade Practice Act
Trading Stamp Act
Travel Agents Act
Wage (Public Construction) Act
Workers' Compensation Act
Workplace Act

(* to be replaced by the Cemetery and Funeral Services Act passed in June of 1989.)

EMPLOYMENT STANDARDS BRANCH

The Employment Standards Branch assists in the resolution of employment disputes as an unbiased, independent participant. The branch also conducts investigations of applications pursuant to the Employment Standards Act. In addition, it conducts investigations and provides conciliatory assistance and other special services to the Industrial Relations Council and to the B.C. Council of Human Rights. The Employment Standards Branch derives its legislative authority from the Employment Standards Act, the Industrial Relations Act and the Human Rights Act.

The employment standards program was established to provide fair and equitable working conditions for employees including the manner and frequency of wage payment, minimum standards affecting wages, working hours, annual vacations, general holidays, maternity protection and termination of employment provisions.

The implementation of the employment standards program and the services offered to the Industrial Relations Council and the B.C. Council of Human Rights are delivered by Industrial Relations Officers (IROs), Employment Standards Officers (ESOs), and an administrative support staff. The Branch complement consists of 61 officers supported by 37 administrative staff members and 6 management positions in 14 office locations.

Staff distribution through the Province is determined by the population, transportation routes and the number of requests for service received by the Branch. Approximately 60 per cent of Branch assignments arise in the Lower Mainland and Victoria areas. During the reporting year, the Branch received 16,686 assignments.

An internal review mechanism contained in the Employment Standards legislation allows concerned parties to appeal the decisions of the Branch. This process has been recognized as an expeditious and economically viable approach to dispute resolution without the need to incur expensive legal costs.

At March, 1989, Statistics Canada estimated the total number of employees in the Province at 1,405,000. The number of employers registered with the Workers' Compensation Board was 98,523.

Table 1: Employment Standards Branch Activity Summary 1988/89

Wage Recovery

Number of certificates issued	931
Value of certificates	$4,003,918
Number of orders to pay issued	1,742
Orders to pay reviewed by the Director pursuant to Section 13	113
Hearings held pursuant to Sections 83 and 84	69
Total user fees collected for reviews	$42,150
Search fees	$52,110
Recovered by litigation	$2,022,483
Recovered by voluntary compliance	$3,461,632
Assignments for Employment Standards	14,555
Assignments for Industrial Relations Council	1,733
Assignments for B.C. Council of Human Rights	398
Employment agency licenses issued	162
Farm labour contractor licenses issued	79

Child Employment Permits

General permits issued	337
Fruit, berry and vegetable industry permits	646
Total child employment permits	**983**

COMPENSATION ADVISORY SERVICES

Compensation Advisory Services have been established in British Columbia to assist workers and employers in their dealings with the Workers' Compensation Board.

Legislative authority for the service is derived from Section 94 of the Workers' Compensation Act which establishes the WCB to provide compensation to workers for personal injury or industrial disease arising out of employment. Compensation may include medical aid, wage loss entitlement, permanent disability pensions and vocational rehabilitation assistance for injured workers and/or dependents.

The Workers Compensation Act was amended by the Workers' Compensation Amendment Act in 1989 following a unanimous report to the Minister by the Advisory Committee on the Structures of the Workers' Compensation system. Under the new amendments, the WCB will undergo substantial organizational restructuring.

The Workers' Compensation system is 100% employer funded and the cost of the Employers' Advisers, Workers' Advisers and Review Board is recovered from the Workers' Compensation Board.

WORKERS' ADVISER

The office of the Workers' Adviser provides advice or assistance to injured workers and their dependents about the benefits and policies of the Workers' Compensation Board. Advisers meet with WCB officials to resolve specific claims issues which may not require appeals and to make recommendations on general matters of policy and practice. Assistance with appeals is provided generally, and specific representation is provided in cases involving complex legal, medical or policy issues where there is no alternate representative. Advisers also provide training seminars to unions, professional associations and other organizations which either represent or assist injured workers with Workers' Compensation claims.

In addition, Adviser activities include telephone and personal interviews, claims files reviews and written advice, direct assistance in resolving claims problems with the WCB, preparing gathering medical and other evidence for appeals, written submissions to the different appeal bodies, representation at hearings, training seminars and speeches to public groups.

Clients of the program include British Columbian and other injured workers who have WCB claims, along with their dependents, union representatives, professional associations, and injured workers' associations.

In 1988-89, the toll free line continued to be very active throughout the year and 1989/90 may see the addition of a second line to improve public access around the province.

The number of incoming calls increased 10% in addition to the 18% increase sustained the previous year.

Advisers continue to provide assistance to approximately 90 unions, and referrals from MLAs continue to be strong. Total active files were increased approximately 5%, appointments increased by 17%, seminars increased by 17% and duty advice provided to injured workers and their dependents increased a dramatic 21%.

Advisers were active in addressing appeals at all levels in the Compensation appeal system and while written submissions to the Review Board remained almost the same as the previous year, attendance at hearings increased by 113%. Submissions to the Commissioners fell by approximately 18% while submissions to the Workers' Compensation Board increased by 9%. Overall, total representation services provided by the Advisers increased by 14% over the previous year. In addition, Advisers provided procedural assistance in over 395 cases.

Meetings were held with injured workers, interest groups, and WCB staff throughout the province in order to provide Adviser presence outside the lower mainland and assist with complex claims.

A computerized case management system was implemented which is expected to continue to streamline office procedures and improve service to the public. In 1989/90 all office files which have been transferred to the case management system will be available for research purposes.

Table 2: Workers' Adviser Activity Summary

	1988/89	1987/88
Incoming calls	16,030	14,534
800 line calls	3,100	2,673
New inquiries	4,672	3,856
Carried over	648	579
New files	400	317
Re-opened files	75	87
Files closed	375	335
Total active files	**748**	**648**
Review Board Hearings	100	47
Review Board Submissions	94	96
Commissioners' Submissions	65	80
WCB Submissions	141	129
Total	**400**	**352**
Appointments	1,219	1,046
Seminars presented	35	30
Duty advice	4,672	3,856
Union referrals	871	958
Unions/Associations assisted	88	92
Minister referrals	154	286

EMPLOYERS' ADVISER

The office of the Employers' Adviser is established under Section 94 of the Workers' Compensation Act. Employers' Advisers provide independent advice, assistance and information to employers, potential employers, and employers' associations.

Employers Advisors:

- provide advice and assistance in response to telephone or written enquiries about workers' compensation legislation, decisions, appeals, policy and related matters;
- prepare submissions to the Workers' Compensation Board, Workers' Compensation Review Board, Commissioners, and Medical Review Panels, and assist or represent employers at oral enquiries conducted throughout British Columbia;
- assist employers in dealing with the assessment department of the Workers' Compensation Board with respect to new registrations, incorrect classifications, experience rating problems, cost relief, and appeals to the Director of Assessments and Commissioners. Successful resolution of assessment problems often takes place at the department level;
- assist employers in dealing with the Occupational Health and Safety Division of the Board including assisting in the preparation for a "show cause" hearing or a Commissioners' appeal; and,
- assist employer associations by conducting educational and training seminars and participating in speaking engagements.

Throughout 1988-89, the office experienced continuing pressure to maintain existing levels of service as the B.C. employer community became more aware of these services and the rights of the employer. Three advisers serve the B.C. employer community.

WORKERS' COMPENSATION REVIEW BOARD

The Review Board, established under Sections 89 and 90 of the Workers Compensation Act, is an independent administrative tribunal separate from the Workers' Compensation Board. The Workers' Compensation Review Board considers appeals of decisions made by officers of the Workers' Compensation Board on claims by workers under the Workers Compensation Act.

Eighty per cent of all appeals are dealt with by way of oral hearings, the balance by way of written submissions and file reviews. All findings of the Review Board must be in writing.

Appellants (workers, dependents or employers) are located throughout the Province in all industries which fall within the scope of coverage of the Workers' Compensation Act. The Review Board holds hearings in 14 communities throughout British Columbia.

The majority of appeals are dealt with by a three-person panel comprised of the Chairman or a Vice-Chairman and two members, one with a background associated with labour interests and the other with a background associated with employer interests. Some appeals are handled on an expedited basis by a Vice-Chairman sitting as a one-person panel.

In the current year there has been emphasis on ensuring that the findings of the Review Board are clear, concise and consistent, and to achieve this aim, a quality assurance programme has been introduced together with a revision of the standard format for findings.

A total of 5,052 appeals were received during the year while findings rendered totalled 5,333. At the end of the year there were only 319 appeals older than one year and the average time for disposition of all appeals was down to less than nine months.

CONSUMER CREDIT AND DEBTOR ASSISTANCE BRANCH

Established in 1977, the Consumer Credit and Debtor Assistance Branch assists individual consumers in repaying their debts by mediating with their creditors and by providing counselling on consumer credit matters.

In serving both those who lend money and those who owe money, Branch staff serve the best interests of the debtor, who might otherwise go bankrupt, and the creditor, who might otherwise not receive payment.

Branch staff:

- counsel debtors to make repayment arrangements with their creditors while still maintaining a reasonable standard of living;
- regulate activities of credit grantors, collection agencies and bailiffs. They also monitor and ensure compliance with provincial credit legislation and debt legislation;
- maintain contact with debtors, creditors, bailiffs and Federal and Provincial government agencies on credit and debt matters; and,
- answer inquiries on debt problems and credit legislation as well as liaise with schools, community groups and the credit industry.

These major activities are carried out through the Deotor Assistance Program. Legislative authority is granted by the Debtor Assistance Act, Debt Collection Act, and Part X of the Federal Bankruptcy Act.

These laws govern the relationship between creditors and debtors, define the rights and responsibilities of each, and set the mandate for regulating activities of marketplace participants in debt-related matters. The objective of this program is to help debtors repay debts consistent with their ability to pay.

In particular, Branch staff can:

- arrange meetings between debtors and their creditors to bring about satisfactory arrangements for settlement of debts;
- advise and assist a debtor in preparing a plan for settlement or repayment of debts;
- aid debtors in obtaining postponements, adjustments or extensions of time for payment of their debts;
- provide advice and assistance to debtors who cannot meet their liabilities and who through court proceedings or otherwise are being pressed for payment by their creditors;
- provide information on consumer credit and debt matters; and,

- receive money in trust from a debtor for transmission to creditors according to the debtor's instructions.

The Branch first attempts to help the client find his or her own solution to a particular debt problem. This usually involves an assessment of the client's income and financial commitments before encouraging discussion with creditors to work out a mutually acceptable repayment plan.

If a client is unemployed, bankrupt or facing a creditor who must resort to foreclosure or repossession, information about rights and responsibilities of the debtor is also supplied.

Four counsellors and a supervisor work from a Vancouver office which services Vancouver, the Lower Mainland, as well as the Prince Rupert, Kitimat and Terrace areas. Two counsellors located in Kamloops cover the Prince George, Okanagan, Kootenay and Kamloops regions with another two counsellors stationed in Victoria to provide services for residents of Vancouver Island.

During the year under review, Branch staff counselled 4,770 clients. That represents a decrease of 520 (9.8 per cent) clients compared to the previous reporting year. FTEs were reduced by 2 or 9 per cent in 1988/89.

Approximately 90 per cent of clients counselled live in British Columbia's largest urban areas - Greater Victoria, Greater Vancouver, Kamloops, Penticton, Kelowna, Prince George and the Kootenays.

Activities under the Federal Bankruptcy Act

British Columbia is one of six provinces delegated responsibility from the Government of Canada to administer Part X of the Bankruptcy Act.

Along with Nova Scotia, Prince Edward Island, Manitoba, Saskatchewan and Alberta, British Columbia debtors are able to apply to a Ministry debt counselling office for consolidation orders which set out terms for the orderly repayment of debts. The order specifies the name and amount owing to each creditor, the amounts of payment and the schedule of payments to the courts.

In essence, the consolidation order amounts to a judgement of the court in favour of each creditor named in the order. With consolidation orders, the duty of the courts is to ensure money paid to the Debtor Assistance Branch is disbursed to creditors in line with terms of the order.

The Debtor Assistance Branch works with debtors to prepare their applications for consolidation orders and liaises with courts and creditors on issues related to orderly payment of debt caseloads.

During the reporting year, 674 orderly payment of debt orders were granted, a decrease of 9 orders from the previous year.

The office of the Superintendent of Bankruptcy reported that during the 1987 calendar year, each consumer bankruptcy assignment filed represented $28,921.00 in losses to the business and credit economy in British Columbia. By helping prepare and grant consolidation orders through the orderly debts program, the Branch helped avert 674 bankruptcies which potentially could have cost the B.C. economy $19.5 million dollars.

By working with debtors to prepare and comply with the terms of the order, the Branch has also played a useful role in reducing the demand on court services. Had the debt repayment option not been in place, the 1,712 ongoing orderly payment of debt orders in place during the reporting period might otherwise have resulted in 13,696 court actions.

The Branch was successful in working with its clients to return $3,860,078 to creditors during the 1988-89 fiscal year -- a $319,469 or .09 per cent increase over the previous year.

As noted above, counsellors may also negotiate less formal repayment arrangements with a debtor's creditors and hold the debtor's money in trust for disbursement to creditors.

Debt Collection Administration

The major activity of the Debt Collection Administrators is to license and regulate the activities of debt collectors and bailiffs. The Branch regulates collection and seizure practices of agencies and court bailiffs to ensure that undue pressure is not exerted on debtors, their families or their employers.

Bailiffs and collection agents must be licensed and must conduct their operations in accordance with provisions of the Debt Collection Act. Collection agents or private bailiffs may be prosecuted for contravention of the Act.

In 1988, 144 licenses were issued to debt collection agencies, while 820 licenses were issued to collectors employed by these agencies. One hundred and twenty-three written complaints were handled, as were 202 telephone enquiries/complaints. Seven licenses were suspended or cancelled.

During the year regulations were amended in order to direct licensing appeals to the Commercial Appeals Commission as a more economical and expeditious route of appeal rather than to the Supreme Court.

Branch and Resources

In 1988-89 the Debtor Assistance Branch employed a total of 20 full-time equivalent employees; 18 in the Debtor Assistance area and two in the debt collection administration, a reduction of 9% or two positions.

Total expenditures for the Branch were $934,832; this represents 97% of the estimates allocated for the fiscal year 1988/89.

A new automated system became operational in August, increasing the accounting production considerably, and allowing the branch to redirect staff during the 1988-89 fiscal year.

Table 3: Debtor Assistance Branch Activity Summary

	1988-89	1987-88	1986-87
Debt-counselling sessions	4,770	5,290	5,965
OPDs granted	674	683	458
OPDs paid/defaulted/settled	567	514	420
Total OPD/DAB caseload	1,712	1,744	1,570
Funds disbursed by OPD	$ 3,160,986	$ 2,925,215	$ 2,570,329
Funds disbursed by DAB	$ 699,092	$ 615,394	$ 322,570
Total funds disbursed	**$ 3,860,078**	**$ 3,540,609**	**$ 2,892,899**

Table 4: Debt Collection Act Activity Summary

	1988	1987	1986
Agency licenses issued	144	145	137
Collector licenses issued	820	723	496
Written complaints	123	143	144
Telephone complaints	202	237	214
Total complaints	**325**	**380**	**358**
Licenses (cancelled/refused/suspended)	7	25	2
Prosecutions	0	0	0
Gross collections	$48.5*	$45.0*	$41.0*
Bonds posted	$ 4.1*	$ 4.0*	$ 3.2*

* millions of dollars

CONSUMER OPERATIONS

Consumer Operations was formed in 1988 as a result of the amalgamation of the Investigation Services Branch, Motor Dealer Licensing Branch, Cemeteries Branch, and the Credit Reporting Agency Branch, under a single Director. Consumer Services offices now perform a generalist function as opposed to a specialist function. The amalgamation has resulted in a streamlining of investigation and inspection duties by the Consumer Services Officers.

The statutes which give rise to most investigations are the Consumer Protection Act, Trade Practice Act, Motor Dealer Act, and the Credit Reporting Act.

The following statutes are also administered by the Branch: Blind Persons Rights Act, Pyramid Act (changed to Multilevel Marketing Regulation Act after this reporting period), Sale of Goods Act, Cemetery Act, and Cremation Act. Investigation services are also provided relating to the Residential Tenancy Act, Travel Agents Act, and Debt Collection Act.

The Consumer Protection Act provides disclosure rules for consumer sales contracts and sets conditions for food plan contracts, fitness and health contracts, and negative option schemes. It is designed to promote fair dealing in the market place and to prevent misleading or unconscionable acts or practices.

The Trade Practice Act applies to most contracts between individuals and businesses except real property, securities and contracts for insurance.

Investigations can be carried out anywhere in the Province. Investigators are situated in Prince George, Kelowna, Kamloops, Vancouver and Victoria.

The major areas of complaint during the year were related to misleading and deceptive practices affecting the elderly and disabled, particularly with regard to home repairs.

MOTOR DEALER LICENSING

Branch staff:

- process applications for registration;
- issue registration to successful applicants;
- provide yearly renewal registration to 1,600 motor dealers;
- collect registration fees ($384,000);

- maintain files and records of securities posted by motor dealers and ensure that securities are kept current;
- conduct inspections of motor dealers' premises, records and motor vehicles offered for sale;
- investigate consumer complaints of alleged violations of the Act and recommend prosecutions where applicable;
- identify and investigate individuals who carry on the business of a motor dealer without registration.

When necessary, the Registrar conducts hearings to suspend or cancel a motor dealer's registration, or to refuse registration of a new applicant. The Registrar also meets with motor dealer associations throughout the Province to discuss industry problems and possible legislation changes.

The Motor Dealer Act came into effect in January, 1979. The Act requires that a person must be registered to carry on business as a motor dealer. To obtain registration, a motor dealer must maintain and occupy proper business premises in a properly zoned area; have a display area; and operate repair facilities or maintain a service contract with a repair outlet. The premises must be identified by a sign and the applicant must post security.

The Act also provides that certain information regarding a motor vehicle, if known to the dealer, must be passed on to the purchaser via the purchase and sales agreement.

The purchaser must be informed if:

- a vehicle is known to have been a taxi, a lease or rental unit or a police vehicle;
- a used motor vehicle has been damaged at a cost exceeding $2,000;
- a vehicle has been brought into the Province for resale, or if it was previously registered in another jurisdiction.

The seller must also disclose whether the odometer of the motor vehicle accurately records the true distance travelled by the motor vehicle . All motor vehicles offered for sale must have a selling price affixed to them.

REGISTRAR OF REPORTING AGENCIES

The Registrar of Reporting Agencies is responsible for registering reporting agencies, monitoring their activities and handling complaints received from consumers (as outlined in the Credit Reporting Act) and has administrative responsibility for all credit issues such as advertising, disclosure, and credit practice provisions of the Consumer Protection Act.

The Credit Reporting Act and Regulations set forth guidelines to control the type of information which can be collected, where it can be stored, who can obtain it and the purposes for which it can be obtained. The Act also provides for disclosure, upon request, to consumers of the contents of their file including the sources of information therein, and names of credit reporting agencies who have accessed it. In addition, procedures exist for the correction of errors and legal recourse measures available to consumers if such are required.

Regulations apply to credit bureaus, financial institutions, retail department stores, oil companies, insurance companies and all others who keep and give out personal information as part of their business activity.

The consumer credit industry plays an important role in the economy of British Columbia. At the end of fiscal year 1988-89, banks, trust companies, credit unions, mortgage companies and department stores had receivables of approximately $11 billion in consumer credit and $20 billion in mortgage credit.

Table 5: Consumer Operations Activity Summary - 1988/89

Motor Dealer Renewals	1,600
Motor Dealer Inspections	993
Motor Dealer Hearings	48
Investigative files opened	646
Telephone complaints	27,752
Criminal prosecutions	17
Warnings	269
Walk-in complainants	1,293
** Reporting Agencies registered	31
Consumer Complaints - Credit	1,625
Consumer Inquiries - Credit Bureau	31,000
Licenses suspended	0
Prosecutions launched	0

** A reduction in the number of licenses occurred as a result of the consolidation of some branch offices due to enhanced computer technology.

Table 6: Consumer Operations Investigation Summary - 1988/89

Auctioneer/Pawnbroker	4
Charitable Solicitations	2
Entertainment/Hobbies	39
Funeral Act offenses	13
Financial Services	11
Home Appliances	40
Home Furnishings	31
Home Renovations	29
Motor Dealer Act offenses	208
Personal Services	52
Travel Act offenses	10
Vehicle - new	44
Vehicle - used	65
Vehicle - transmission repairs	3
Vehicle - other repairs	21
* Advertising	16
* General	43
* Purchase	13
* Repairs	1
* Warranty	1
TOTAL	**646**

(* denotes items not included in other categories)

REGISTRAR OF CEMETERIES

The Registrar of Cemeteries administers the Cemetery Act, the Cemetery (Municipal) Act, the Cemetery (Company) Act, the Cremation Act and the Funeral Plan Act.

Regulatory supervision of this industry dates back to the 1950s.

The Public Utilities Commission was responsible for regulation until 1973 when regulatory jurisdiction was turned over to the Minister of Health Services and Hospital Insurance. Responsibility was transferred to the Minister of Consumer Services in 1974. In 1986 the regulatory jurisdiction was turned over to the Ministry of Labour and Consumer Services.

Consumer Programs

Funeral homes are not regulated provincially except for the sale of pre-paid funeral plans, which are arrangements whereby consumers pay for funeral services in advance. Funeral homes, however, are subject to general consumer legislation such as the Trade Practice Act and Consumer Protection Act.

The Cemetery Act gives the Minister of Labour and Consumer Services general jurisdiction over all cemeteries, columbaria and crematoria in the Province. The Minister may also make regulations governing these services, subject to the approval of the Lieutenant-Governor in Council.

The current cemetery legislation is explicit in determining how a new cemetery, columbarium, mausoleum or crematorium may be established. While cemeteries, columbaria and mausolea are not licensed provincially, the owner must meet stringent criteria and obtain a Certificate of Public Interest from the Minister before development commences. Crematoria are licensed annually for a $50 fee.

In 1988-89 there were 750 registered cemeteries, 21 crematoria and 6 mausolea in British Columbia. Legislation requires that all cemeteries be maintained to an acceptable standard.

All commercial, municipal, and some other large cemeteries, are further required to maintain a perpetual care fund, which represents 25 per cent of the price of the sale of all grave spaces in each of the cemeteries, along with a $10 minimum fee for each memorial marker installed. These funds are regarded as trust money in the name of the operators. The principal amount cannot be touched without the permission of the Minister of Labour and Consumer Services. Any monies earned from the principal may, however, be used for care and maintenance of the individual cemetery. The Act also regulates closing of cemeteries and their conversion to other uses, such as parks.

Many smaller cemeteries in the Province are on private land and are maintained by boards of trustees appointed under authority of the Cemetery Act. There are also many cemeteries on Crown Land. Some are abandoned and others are operated by cemetery boards which are appointed under the Cemetery Act.

Reports and statistics are maintained on each registered cemetery and a listing is kept of all funeral homes. Annual reports from all publicly operated cemeteries are filed with the Registrar each year. Financial statements are required from all commercial and municipal cemeteries, as well as those funeral homes that sell pre-paid funeral plans. These documents are reviewed for correctness, including contributions to trust funds and proper operational management. Where problems arise, the Registrar attempts to rectify the situation. All consumer complaints dealing with both the funeral and cemetery industry are referred to the Registrar's office for resolution or recommendation as to investigative approach.

The Registrar's office maintains regular contact with the B.C. Funeral Service Association, the Cemetery Association of British Columbia, and a number of consumer groups regarding concerns about the two industries. Regular contact is also maintained with financial institutions with respect to regulatory requirements and trust monies handled on behalf of the cemetery and funeral industries.

RESIDENTIAL TENANCY BRANCH

The Residential Tenancy Branch administers the Residential Tenancy Act and aims to encourage self-resolution of landlord-tenant problems through public education and information. The branch also provides an accessible and inexpensive means of formal resolution for certain disputes.

Principal functions of the Branch are to:

- provide information to landlords and tenants on their rights and responsibilities under the legislation through telephone inquiries, personal interviews and correspondence;
- administer a dispute resolution process using government appointed arbitrators;
- examine and investigate alleged contraventions of the Residential Tenancy Act and take appropriate action including informational mediation and recommendation for prosecution;
- conduct ongoing research and monitoring of the rental housing market, including collecting data from Notices of Rent Increases respecting mobile home pad tenancies; and,
- improve public awareness of Residential Tenancy Act provisions by providing speakers to landlord, tenant and community groups.

The Residential Tenancy Act regulates all major aspects of landlord-tenant relationships for residential premises, including rights and responsibilities of landlords and tenants, methods and reasons for terminating tenancies, repair and maintenance of premises, rent increases, security deposits, and compensation. Mobile home pad tenancies are also regulated under the Act.

Remedial legislation governing residential tenancies in British Columbia was first introduced in 1974. These recommendations responded to a recognized need for new statutory provisions governing modern residential tenancies.

The current Residential Tenancy Act (1984) instituted a system of shared jurisdiction over urgent residential tenancy disputes. Specific disputes are resolved through arbitration administered by the Residential Tenancy Branch unless: the parties agree to have all disputes resolved by the courts; the parties appoint their own arbitrator to resolve a specific dispute; or, one party obtains a court order removing the dispute from the jurisdiction of the arbitrators. During the period of

this report, all monetary claims were within the jurisdiction of the courts.

The arbitration process is designed to provide a relatively inexpensive and quick method of binding dispute resolution which is less formal and more accessible to landlords and tenants than the Supreme or County Courts.

Decision making powers under the legislation are vested in the arbitrators. A decision or order of an arbitrator is enforceable by filing the order in the Supreme or County Court and is reviewable on questions of law or jurisdiction only, under the Judicial Review Procedure Act. Six arbitrators appointed by the Minister of Labour and Consumer Services were contracted to provide arbitration and related services to the Residential Tenancy Branch in the fiscal year.

The Branch processed 5,297 applications for arbitration during the reporting period. The most prevalent subject matters of these applications were: disputed notices of termination, orders of possession, applications for early termination and repairs and services.

Public inquiries to the Branch included 100,358 telephone calls and 12,932 in person inquiries during the fiscal year. In addition, 1,321 information files were initiated by public inquiries.

Information on landlord-tenant matters is provided by the branch's inquiry officers to assist landlords and tenants in resolving problems between themselves or, where such self-resolution is not possible, to enable them to pursue a resolution through arbitration or court action. The inquiry officers are also able to mediate a substantial number of disputes.

Low vacancy rates in many parts of the province contributed to a 25% increase in the number of arbitration applications received by the Residential Tenancy Branch during the reporting period.

In December of 1988, the Honourable Lyall Hanson, Minister of Labour and Consumer Services, announced planned changes to the Residential Tenancy Act, to provide for arbitration of monetary claims and to extend the application of the Act to long-term residents of hotels and rooming houses. (The legislation was proclaimed after the reporting period of this report.)

The main office of the Residential Tenancy Branch is located in Vancouver with a branch office in Victoria. These offices receive arbitration applications, answer public inquiries on landlord-tenant matters and supply prescribed forms and informational material pertaining to the Residential Tenancy Act.

Persons anywhere in the province can quickly access branch services through their Government Agent.

Government Agents can:

- supply the public with prescribed forms and informational material;
- receive arbitration applications for immediate electronic transmission to the Branch in Vancouver; and
- forward landlord and tenant inquiries to the Branch.

There are approximately 400,000 rental units in British Columbia regulated by the Residential Tenancy Act. Residential properties as diverse as basement suites, mobile home pads, highrise apartment buildings and single family homes fall under this legislation.

Approximately 70 per cent of the rental units are located in the Lower Mainland area, with another 10 per cent in the Victoria area and the balance spread throughout the Province. This distribution of rental properties is generally reflected in the origin of the applications received by the Branch.

Actual expenditures for the fiscal year totalled $963,734 while revenues from arbitration filing fees totalled $159,080.

Table 7: Residential Tenancy Branch Activity Summary

	1988-89	1987-88	%Increase/ Decrease
Arbitration applications	5,297	4,233	
Monthly average	441	353	25.1
Information files	1,321	979	
Monthly average	110	82	34.9
Office attendances	12,932	13,776	
Monthly average	1,078	1,148	- 6.1
Telephone inquiries	100,358	105,912	
Monthly average	8,363	8,826	- 5.2
Notices of rent increase	10,540	9,988	5.6

Arbitration and Information Files Opened

	1988/89	1987-88
Repairs/services	381	252
Order for Possession	3,349	2,760
Early Termination	518	446
Disputed Termination	1,167	876
Miscellaneous	1,363	995
Total	**6,778**	**5,329**
Revenues	$159,080	$127,152
Expenditures	$963,734	$985,677

REGISTRAR OF TRAVEL SERVICES

The Registrar of Travel Services administers the Travel Agents Act of British Columbia to ensure that all travel agencies in the Province selling or offering wholesale or retail travel services to the public are registered.

The Office of the Registrar of Travel Services collects initial and semi-annual contributions to the Travel Assurance Fund, and processes and requisitions payments of claims out of this fund under the administration of the Travel Assurance Board.

The Travel Assurance Fund reimburses consumers for prepaid travel services when funds are paid to a British Columbia registrant but the service is not received. Authority for the operation of the fund is the Travel Agents Act.

The fund is administered by the Travel Assurance Board which is appointed by Order-in-Council.

The board consists of six members who serve at the pleasure of the Lieutenant Governor in Council. Members of the board as of March 31, 1989 were: Gustav Kroll, Chairman, Jean M. Douglas, David Hardouin, Gerry Manning, Kurt Maurer, James Johnston.

There were 858 registered travel agents and tour wholesalers in British Columbia as of March 31, 1989, a net decrease of 24 from the previous fiscal year. During the year 52 registrants went out of business either through bankruptcy, voluntary surrender of registration or revocation of their licence by the Registrar; of these, nine resulted in claims against the fund. There were 76 new registrations issued for the same period (including changes of ownership).

The Travel Assurance Board met seven times during the year and approved 100 claims for $129,175.63. The total number of emergency payments was $49,872.02. The total number of consumers affected by the claim payments was 367.

The fund received revenue of $292,779.00 from registrants and $25,520.00 in recoveries including a $15,000.00 irrevocable letter of credit. The fund balance at the end of the fiscal year was $489,734.34.

LIQUOR CONTROL AND LICENSING BRANCH

Mandate

Under the authority of the Liquor Control and Licensing Act and Regulations, the Liquor Control and Licensing Branch is responsible for:

- issuing and transferring licences for the sale of liquor;
- licensing breweries, distilleries and wineries, and their agents;
- inspecting licensed premises to ensure they comply with the law;
- taking appropriate disciplinary action against licensees for contravention of the Liquor Control and Licensing Act and Regulations.

The primary purpose of the licensing process is to maximize economic and social benefits to the community while minimizing the social cost associated with the public consumption of liquor.

It is the Branch's duty to ensure that all licensees comply with the terms and conditions of their licences and operate their premises in a proper manner according to the law.

Under the Liquor Control and Licensing Act, the General Manager of the Liquor Control and Licensing Branch is authorized to supervise the operation of every licensed establishment in British Columbia. The General Manager or his designate can issue new licences and cancel, suspend or refuse licences.

Activities

In response to the Liquor Policy Review conducted by MLA John Jansen, MLA Jim Hewitt, and MLA Larry Chalmers, the Branch devoted considerable time and effort in 1988/89 to implementing the recommendations put forward in the Review.

In October, 1988, the **Liquor Control and Licensing Amendment Act** was proclaimed and among its many provisions were stronger penalties and stricter enforcement action for violations, reflecting a major thrust of the Jansen report.

Other major activities arising from the Jansen report included the development of new Referendum Guidelines, and a mandatory Responsible Beverage Service Training Program for all licensees and their servers. The Referendum Guidelines were implemented on October 26, 1988.

Licensing

There are eight categories of licences.

"A" Licences: Hotels, resorts, clubs, recreational centres, aircraft, trains, motor vessels, airports, municipally and provincially-owned cultural centres, universities, military messes.

"B" Licences: Dining establishments primarily engaged in the service of food.

"C" Licences: Cabarets primarily engaged in providing entertainment.

"D" Licences: Neighbourhood Public Houses.

"E" Licences: Sport stadiums or concert halls.

"F" Licences: Establishments oriented to marine activities (Marine Public Houses).

"G" Licences: Licensee Retail (Beer and Wine) Store.

"H" Licences: Licensee Retail Stores issued to Non-Conforming Hotels.

A total of 442 new licences were issued in 1988/89.

Enforcement

Twenty-seven inspectors located throughout the Province serve Greater Vancouver, Vancouver Island, and regional districts with headquarters in Prince George, Dawson Creek, Terrace, Kamloops, Kelowna, Vernon, Penticton, Cranbrook and Trail. Each inspector is responsible for overseeing the conduct of all licensed establishments in his/her area to ensure they operate in compliance with the Liquor Control and Licensing Act and Regulations.

Minor problems are handled locally by the inspector whereas more serious ones are referred to the General Manager or his designate for formal action pursuant to the Liquor Control and Licensing Act which may result in a restriction, suspension or cancellation of liquor licensing privileges.

In addition to their enforcement activities, Inspectors assist applicants throughout the licensing process, and play an educational role in the community. They liaise with police and other government agencies, monitor licensed establishments and investigate complaints.

Situations which result in enforcement proceedings include service to minors, service after hours, over-service of patrons, serving liquor without food in restaurants, and problems associated with entertainment (usually those which cause or contribute to lack of control in the establishment).

The Police Walk-Through Program is an effective enforcement strategy. The program, whereby police walk through licensed premises and fill in a "check-list" report, provides a highly visible police presence and acts as a deterrent to criminal or disorderly conduct and to infractions of the Liquor Control and Licensing Act.

Operations

In 1988/89, the Liquor Control and Licensing Branch employed 64 staff (full-time equivalents). Actual expenditures were $2,506,212.00.

Table 8: Liquor Control and Licensing Revenues

	1988/89
Licence Issuance Fees	$ 3,946,463
Distillers Licence Fees	8,000
Winery Licence Fees	25,500
Brewers Licence Fees	281,973
Special Occasion Licence Fees	430,600
Liquor Purchase Assessment Fees	11,330
Transfer Fees	159,550
Transfer of Shares	24,300
Sundry Receipts	16,789
Referendum Fees	12,500
Application Fees	2,025
Agent Fees	950
TOTAL	**$ 4,919,980**

Table 9: Liquor Control and Licensing

Actual Expenditures	1988/89
Salaries and benefits	$ 1,766,593
Operating costs	663,533
Asset acquisitions	76,086
TOTAL	**$ 2,506,212**

Table 10: Summary of Liquor Licences by Category 1988-89

	Renewed	New	Cancelled	Total
"A" Licences	**1579**	**40**	**28**	**1591**
Public House	14	0	1	13
"A" Pub	421	2	6	417
Combined Pub	13	0	0	13
Lounge	1124	37	15	1146
Mess	7	1	6	2
"B" Licences	**3727**	**352**	**117**	**3962**
Sandwich Shop	31	0	0	31
Beer, Wine and Liqueurs	5	0	0	5
Dining Room	986	172	44	1114
Dining Lounge 2	2214	142	59	2297
Dining Lounge/ Holding Area	491	38	14	515
"C" Licences	**199**	**10**	**16**	**193**
Cabaret				
"D" Licences	**237**	**15**	**3**	**249**
Neighbourhood Pub				
"E" Licences	**19**	**1**	**0**	**20**
Sports Stadium				
"F" Licences	**25**	**2**	**0**	**27**
Marine Pub				
"G" Licences	**82**	**19**	**0**	**101**
Licensee Retail Stores				
"H" Licences	**20**	**3**	**0**	**23**
Licensee Retail Stores				
TOTAL	**5888 ***	**442**	**164**	**6166**

* Total includes "G" and "H" Licensee Retail Store licences although as of March 31, 1988, Licensee Retail Stores were an extension of "A", "D", and "F" licences.
"G" and "H" licences were introduced during fiscal year.

Table 11: Liquor Enforcement Statistics 1988 - 1989

Warning Letters	84
Hearings	85
Suspensions	65

LIQUOR DISTRIBUTION BRANCH manages the distribution of beverage alcohol products in the province and retails alcoholic beverages. The branch produces a product guide every second month and handles consumer enquiries regarding prices, stock selection and service.

(See Liquor Distribution Branch Annual Report for detailed summary of activities.)

ALCOHOL AND DRUG PROGRAMS

Alcohol and Drug Programs are responsible for planning, funding, coordinating, and evaluating treatment and prevention programs related to the abuse of alcohol and other drugs.

The executive consists of the Executive Director, a Medical Adviser, five Regional Directors, and the Director of Management Services.

Alcohol and Drug Programs administers its service delivery system through five regions:

- Region 1 - Lower Mainland
- Region 2 - Fraser Valley
- Region 3 - Central and South-East
- Region 4 - The North
- Region 5 - Vancouver Island/Coast Region

During this fiscal period, Alcohol and Drug Programs continued the commitment to provide prevention and treatment programs, responsive to community needs. Through direct service, or by contractual arrangement, Alcohol and Drug Programs operated 6 detoxification facilities, 13 residential treatment facilities, 18 supportive recovery homes and 84 outpatient counselling centres.

In mid-year Alcohol and Drug Programs, Central Office changed its structure to reflect major program changes. The Management Services division is comprised of three components:

- Community Awareness
- Research, Evaluation, and Policy Co-ordination
- Program Resources

Each regional office added staff, called Area Managers, to strengthen management of service delivery.

As a result of the joint recommendations by the Liquor Policy Review Committee, and the Task Force on Alcohol and Drug Abuse in the Workplace, the government launched the three-year, $137 million TRY program.

TRY, short for "The Responsibility is Yours," is a comprehensive, province wide program that integrates a wide variety of services involving hundreds of private, public and volunteer agencies.

The TRY Program consists of 15 major programs delivered through six B.C. government ministries:

* Public Awareness
* Demand Reduction Strategies
* Community Action
* Evaluation
* Treatment
* Novice Driver Awareness
* Responsible Beverage Server Training Program
* Workplace Awareness
* Health Care Curriculum
* Seniors Drug Action Support
* Perinatal Awareness
* Research
* Off Reserve Community Action and Awareness
* Training for Professionals

The development of the TRY program has been guided by two committees:

- Advisory Committee to the Minister of Labour and Consumer Services, (public and private sector organizations and non-profit agencies);

- Inter-Ministerial Committee on Substance Abuse Prevention (ICSAP) (ministries and public agencies with a direct interest in substance abuse issues).

As part of the TRY program, Alcohol and Drug programs contracted with Vancouver Information Services to provide a toll-free information and referral line, called the TRYLINE. In the first three months of 1989, the TRYLINE handled 2,474 information and referral calls.

Alcohol and Drug Programs, in partnership with the "Kaiser Substance Abuse Foundation," again produced the "Directory of Substance Abuse Services in British Columbia." This directory was distributed to health care professionals, social workers, police agencies, schools, and Employee Assistance Plan contacts throughout the province.

As in the past, Federal-Provincial cost sharing recoveries remain in effect. Program initiatives include evaluation reviews designed to improve program efficiency and effectiveness. Development and improvement of services to youth continues to be a program priority.

Innovative programming included numerous community education/prevention programs, such as the establishment of Community Task Forces, throughout the province. These community based prevention groups have a key role in reducing and eliminating substance abuse within their respective communities.

Also, provided within the ADP system of care are groups throughout the province for Adult Children of Alcoholics, as well as for cocaine dependant clients. Adaptation of programs continue to meet changing health concerns such as those arising from AIDS and changing drug use patterns.

Because of the demand that chemically dependant patients place on the hospital and health care systems, Alcohol and Drug Programs developed several innovative hospital/community projects in B.C. Hospitals, called Chemical Dependency Resource Teams. These multidisciplinary teams, trained in the field of alcoholism and other drug dependencies, function throughout the hospital on a referral basis. Consisting of a senior nurse, social worker, sessional physician, and support staff, these teams report through the Departments of Medicine and family practice. These services liaise with other community organizations including the self-help fellowships to ensure the development of well rounded programs that meet community needs.

DRINKING DRIVING COUNTERATTACK

Started in 1977, the mandate has been to increase public awareness concerning the risks of drinking and driving and to reduce the proportion of traffic accidents caused by impaired drivers.

CounterAttack is co-funded by the Insurance Corporation of British Columbia and the Ministry of Labour and Consumer Services with additional support provided by the Ministry of Solicitor General, police throughout the province, the B.C. Broadcasters Association and a number of private sector and crown corporations. During the 1988/89 fiscal year the Ministry's portion of the Program budget was increased from $400,000 to $1,200,000 and the following activities were carried out:

Police Roadcheck Campaigns

Spring CounterAttack (April 13 - May 4) assisted the police with new television and radio messages, print messages, new posters and hand-outs, busboard advertising and community CounterAttack roadchecks.

Christmas CounterAttack (December 8 - January 3) saw the production of the most recalled roadcheck campaign television message to date - "Hammered" - as well as new radio messages, print messages, busboard advertising, and community events. In addition, CounterAttack worked with B.C. Transit to produce the "Don't Take the Keys" campaign and with the 7-11 Stores and taxi companies in the Lower Mainland to produce the "Road Safe" drivers taxi voucher program. In all, over 427,000 drivers were checked.

Year-Road Public Education and Events

- CounterAttack Youth Leadership Conferences were held in nine regions.
- CounterAttack School Awards of $500 each were given to schools who produced the best anti-drinking-driving campaigns.
- Six new brochures and five new posters were designed and produced.
- Four new television messages and give new radio messages were produced.
- The CounterAttack Mall Show toured Richmond, West Vancouver, Kamloops, Vernon, Penticton and Nelson (February 15 - March 31).
- All BATmobiles were refurbished.
- 12-month driving prohibition legislation was advertised throughout British Columbia.
- Police Services/CounterAttack Senior Police Conference was held to study ways to reduce drinking driving and increased D.W.I. charges.
- Police Services/CounterAttack Auxiliary and Reserve Police Conference studied ways to improve CounterAttack campaigns.
- Armed Forces/CounterAttack posters and materials for mess display were produced.

Research and Evaluation

- Evaluation of Christmas CounterAttack and Spring CounterAttack campaigns.
- Baseline and trend research on drinking driving accidents.
- Baseline research on public attitudes, knowledge and behaviours on drinking driving.
- Baseline research on CounterAttack television image success.
- Epidemiological reports by police jurisdiction on: change rates; accident causes; accident types and locations; drinking driving injury and death.
- Symposium on traffic accident types at Canadian Psychological Association Conference in Montreal.
- CounterAttack Traffic Research Papers compiled and distributed.
- Monthly reports on print media compiled and distributed.

Liaison and Collaboration

- B.C. Transit "Don't Take the Keys" campaign.
- Canadian Armed Forces posters.
- 7-11 Stores and Taxi Associations "Road Safe" taxi vouchers.
- The Director represented British Columbia on the National D.W.I. Steering Committee and chaired provincial/federal D.W.I. campaigns.
- Police forces throughout British Columbia on roadcheck campaigns.
- The Director served on I.C.S.A.P. Secretariat; Inter-ministerial Traffic Safety Planning Committee; Police Advisory Committee Executive and other committees.

1988/89 was the most successful year for CounterAttack on record; more vehicles were checked in roadblocks than ever before and the percentage of alcohol-related casualty traffic accidents has never been lower.

BRITISH COLUMBIA COUNCIL OF HUMAN RIGHTS is responsible for administering the Human Rights Act. Their mandate includes receiving, investigating and adjudicating complaints alleging discrimination contrary to the legislation. The legislation protects the fundamental rights of British Columbians by prohibiting discrimination on the basis of race, colour, ancestry, place of origin, political belief, marital status, physical or mental disability, sex, age or criminal or summary conviction.

The Council is also authorized to approve special programs to assist disadvantaged groups.

(See B.C. Council of Human Rights Report for detailed summary of activities.)

THE INDUSTRIAL RELATIONS COUNCIL OF BRITISH COLUMBIA

New legislation was introduced in July, 1987, which amended the Labour code and brought into being the Industrial Relations Reform Act. The IRC has the most comprehensive labour relations jurisdiction in Canada. It continues the adjudicative operations of the former Labour Relations board and also offers dispute resolution services.
(See Industrial Relations Council Annual Report for detailed summary of activities).

Support Services

POLICY AND LEGISLATION BRANCH

The Policy and Legislation Branch serves all program areas of the Ministry and functions as the centre of research and policy expertise.

The Branch:

- provides information and analysis to the Ministry's senior officials and to various associated boards and commissions;
- provides program development and evaluation support to line branches;
- develops legislation and legislative amendments under direction;
- advises the Minister on arbitration appointments under Section 95 of the Industrial Relations Act;
- assists client groups including employers, trade unions, labour lawyers, academics, and consumer and business organizatio[illegible] located across the province.

Support Services

Labour Programs:

During 1988-89 the branch contributed to the Ministry's labour program goals by providing information and analysis of policy and legislative options which addressed the Ministry's activities in industrial relations, employment standards, occupational safety and workers' compensation. The branch collected and published data on wage settlements and collective bargaining trends in the province, and liaised with the Industrial Relations Council (IRC).

A major commitment of the branch during the fiscal year was to provide support for an advisory committee appointed in April of 1988 to review the structure of the Workers' Compensation Board. Officials of the branch attended committee meetings, provided background information, and received, catalogued and summarized briefs submitted by interested groups and individuals.

The advisory committee presented its recommendations (the Munroe Report) to the Minister on October 31, 1988. The branch also provided briefing material during the development of the Workers' Compensation Amendment Act (Bill 27).

Other branch activity in the labour programs area included working with the Workers' Compensation Board in finalizing WHMIS regulations for B.C. (which became effective October 31, 1988), and in negotiation of the Memorandum of Understanding on WHMIS between the federal and provincial governments, which was completed in May of 1989. In conjunction with the Employment Standards Branch, a review was made of the impact of the July 1, 1988 increase in the minimum wage level from $4.00 per hour to $4.50.

The Branch also:

- provides ongoing research support to various inter-ministry and ad hoc committees, such as the WCB Advisory Committee;
- provides reports to Labour Canada on compliance with International Labour Organization (ILO) Conventions;
- provides reports to the federal department of Secretary of State in the area of international human rights instruments;
- represents the Ministry at various federal-provincial meetings at sub-committees of the Canadian Association of Administrators of Labour Legislation (CAALL).

Consumer Programs:

To meet the Ministry's Consumer Services objectives, the Branch continued to consult with the federal government in its ongoing development of amendments to the Federal Bankruptcy Act.

Support Services

In Consumer Services, work continued on a proposal to update Cemetery and Funeral Services legislation, as well as proposed amendments to the Residential Tenancy Act that were announced in December 1988. The branch also participated in working groups on credit card disclosure, extended warranties, and consumer education, which reported to Federal/Provincial Meetings of Ministers responsible for Consumer and Corporate Affairs.

Liquor Programs:

The Branch provided assistance to the Liquor Control and Licensing and the Liquor Distribution Branches in the areas of policy, program development and legislation over the past year. Major policy initiatives approved by Cabinet in response to the 1987 Liquor Policy Review were drafted into legislation in the Liquor Control and Licensing Amendment Act, 1988. The branch also assisted in negotiations with municipal governments on increasing their role in liquor licensing. The branch worked on implementation plans for several legislative initiatives, including Responsible Beverage Alcohol Server Training, a new licensing appeal process and a licensee retail store model.

On the Liquor Distribution side, the Branch was involved in multi-lateral trade discussions concerning the importation of multi-lateral trade discussions concerning the importation of foreign-manufactured alcohol products into British Columbia, and in the development of a program to assist the domestic grape and wine industry's adjustment to the Free Trade Agreement and to the implications of GATT rulings on imported wines.

Library:

The Ministry library, located in this Branch, currently carries over 9,000 titles, plus a collection of journals and government publications.

Major library functions are to:

- provide current information, awareness and information referral services to Ministry staff;
- maintain centralized publications ordering and accounts payable;
- provide standardized cataloguing services, and arrange inter-library loans and reference services for the Ministry and outside users.

Publications:

The Branch generates the following publications:
Collective Bargaining Information (monthly), **Negotiated Working Conditions** (annual), **Calendar of Expiring Collective Agreements** (annual) and the **Labour Directory** (annual). These publications are available on a subscription basis through Crown Publications Inc.

Table: 12 **BRITISH COLUMBIA UNIONS WITH 5,000+ MEMBERS**

Union	1988 Membership
B.C. Government Employees' Union	43,965
Canadian Union of Public Employees	34,469
I.W.A.- Canada	33,723
B.C. Teachers' Federation	28,089
Hospital Employees' Union	26,000
B.C. Nurses' Union	19,240
Teamsters	18,584
Public Service Alliance of Canada	15,402
Food & Commercial Workers	15,303
International Union of Operating Engineers	11,920
Carpenters	10,820
Telecommunication Workers' Union	10,200
International Brotherhood of Electrical Workers	9,728
Hotel and Restaurant Employees	9,620
International Association of Machinists	9,435
United Steelworkers of America	9,421
Office & Professional Employees	8,861
Labourers' International Union of North America	8,670
Canadian Paperworkers' Union	8,476
Pulp, Paper and Woodworkers	6,531
Health Sciences Association	6,500
United Fishermen and Allied Workers	5,914
C.A.I.M.A.W.	5,703
U.A. (Plumbers)	5,485
V.M.R.E.U.	5,004

Table: 13 **COLLECTIVE AGREEMENTS EXPIRING IN 1989 (500 + EMPLOYEES)**

Employer or Bargaining Agency	Union, Local	Expiry Date	Employees Covered
Eaton, T. Co.	Eatons Employees Assn.	28 Jan	755
Metal Industries Assn. (Fabricators/Found)	Steelworkers, Various Locals	31 Jan	550
B.C. Hydro	IBEW, 258	31 Mar	1,956
B.C. Hydro	OTEU, 378	31 Mar	2,600
B.C. Transit	ICTU, 1, 2 & 3	31 Mar	2,800
Canada Safeway	Food & Commercial, 1518	31 Mar	3,500
Canada Safeway - Meat Dept.	Food & Commercial, 2000	31 Mar	1,000
CCERA	HEU, 180	31 Mar	1,200
Emergency Health Services Commission	CUPE, 873	31 Mar	700
HLRA	HEU, 180	31 Ma	18,827
HLRA	HSA	31 Mar	4,181
HLRA	Nurses	31 Mar	17,000
UBC	CUPE, 2950	31 Mar	1,400
UBC	CUPE, 116	31 Mar	1,400
University Hospital - UBC Site	HEU, 180	31 Mar	650
University Hospital - UBC Site	Nurses	31 Mar	500
Workers' Compensation Board	WCB Employees	31 Mar	1,250
Utah Mines	Operating Engineers, 115	12 Apr	590
Fish Proc. Barg. Assn. (Cannery)	UFAWU	15 Apr	2,000
Fish Proc. Barg. Assn.(Fresh & Cold Storage)	UFAWU	15 Apr	1,000
Fish Proc. Barg. Assn. (Salmon Price Agmt.)	UFAWU	15 Apr	5,000
Prince Rupert Fishermen's Co-op	Shoreworkers & Clerks, 1674	23 Apr	550
Fording Coal	Steelworkers, 7884	30 Apr	908
Quintette	Steelworkers, 9113	31 May	1,071
Highland Valley Copper	Steelworkers, 7619	30 Jun	1,214
Master Maintenance Agreement	Service Employees,244	30 Jun	600
Canada Post	Letter Carriers	31 Jul	2,858
Insurance Corp. of B.C.	OTEU, 378	30 Sep	2,400
Finning Tractor & Equipment	Machinists, 692	14 Oct	840
B.C. Assessment Authority	CUPE, 1767	31 Dec	550
B.C. Government	Psychiatric Nurses	31 Dec	2,500
B.C. Telephone	TWU	31 Dec	11,000
B.C. Terminal Elevators Operators	Grain Workers Union, 333	31 Dec	700
Pacific Nation Exhibition	CUPE, 1004	31 Dec	648

Table: 14 WORK STOPPAGES IN BRITISH COLUMBIA, 1988 THREE YEAR COMPARISON 1986 - 1988

	STOPPAGES			B. C. WORKERS			DURATION IN WORKER-DAYS		
	1986	1987	1988	1986	1987	1988	1986	1987	1988
TOTALS FOR ALL INDUSTRIES	103	53*	70	114,830	328,607*	49,133	2,965,949	567,741*	400,067
JURISDICTIONAL CLASSIFICATION									
PROVINCIAL	87	43	62	105,135	30,577	39,115	2,888,022	229,549	378,102
FEDERAL	16	9	8	9,695	12,030	10,018	77,927	52,192	21,965
INDUSTRIAL CLASSIFICATION									
GOODS PRODUCING	41	20	38	56,504	5,907	11,910	2,687,878	183,284	154,520
Agriculture	-	-	-	-	-	-	-	-	-
Forestry (a)	10	3	1	28,633	785	100	2,098,565	1,450	180
Fishing	1	-	-	4,500	-	-	563	-	-
Mines (b)	4	2	3	2,687	1,115	365	113,536	1,064	37,044
Manufacturing	22	15	33	663	4,007	11,438	21,037	180,770	117,275
Construction	4	-	1	20,021	-	7	454,177	-	21
SERVICE PRODUCING	62	32	32	58,326	36,700	37,223	278,071	98,457	245,547
Transport (c)	17	10	9	8,928	12,050	5,921	77,108	52,194	18,623
Trade	9	3	-	295	41	-	17,159	5,919	-
Finance	1	-	-	130	-	-	130	-	-
Community Services	7	9	1	6,215	24,120	136	12,969	29,913	1,360
Business (d)	12	8	6	581	298	1,326	41,605	10,327	72,998
Public Admin.	16	2	16	42,177	191	29,840	129,100	71	152,566

(a) Primarily Logging
(b) Includes Quarries & Oil Wells
(c) Transportation, Communication & Other Utilities
(d) Business and Personal Service

** Note: The total figure includes an estimated 286,000 workers involved in the June 1st one day of protest of proposed labour legislation.*

FINANCE AND ADMINISTRATION BRANCH

The Finance and Administration Branch provides accounting and administrative services for the Ministry including: preparation of annual estimates; budgetary control; preparation and distribution of payroll data; processing of accounts payable; collection of revenue; promulgation of financial policies and procedures; preparation of financial reports and summaries to meet internal and external requirements; and coordination of office accommodation, telecommunication services, vehicle and records management.

The Financial Administration Act and central agency policy and procedure manuals guide all government financial and general administration in the ministry. The intent of the legislation is to ensure the proper handling of all public funds by employees of the Crown. This is accomplished by ensuring all financial transactions of the Ministry are properly approved and identified as to their nature, amount, purpose and custodial responsibility.

The transfer of the Alcohol and Drug Programs (from Ministry of Health) and the CounterAttack Program (from Ministry of Attorney General) and the implementation of the Substance Abuse Programs initiatives impacted heavily on the workload of the Branch.

The Branch also provides support services to the Industrial Relations Council, the B.C. Council of Human Rights, and the Workers' Compensation Review Board.

As of March 31, 1989, there were 32 separate office locations throughout the province for all Ministry programs.

The Summary of Revenue by Source and the Summary of Expenditures by Appropriation for the fiscal year ended March 31, 1989, contained in this annual report have been prepared by management in accordance with the accounting policies adopted by the Province of British Columbia.

Table 15: Summary of Revenue by Source for the fiscal year ended March 31, 1989

	1987-88	1988-89
	$	$
Liquor Control and Licensing	18,476,925	4,919,980
Motor Dealer Licensing fees	270,282	388,880
Residential Tenancy fees	127,152	159,080
Travel Agents fees	105,455	172,843
Industrial Relations Council (previously Labour Relations Board)	68,314	86,468
Debtors Assistance fees	39,420	66,255
Employment Standards fees	34,722	94,260
Crematoria fees	950	1,150
Miscellaneous revenue and credits	9,064	70,127
V.R.D.P. - Revenue Contributions Federal Government	------	7,627,678
A & D Treatment & Rehab. Agreement	------	991,000
A & D Miscellaneous Revenue	------	2,115
Total Revenue	**19,132,284**	**14,579,836**

Table 16: Summary of Expenditure by Source for the fiscal year ended March 31, 1989

TOTAL APPROPRIATIONS

Vote No.	Description	Estimated	Total	Actual Expenditure
		$	$	$
48	Minister's Office	272,097	272,097	246,895
49	Ministry Operations			
	- Administration and Support Services	3,782,739	3,782,739	3,645,607
	- Labour Relations	6,572,351	6,576,351	6,546,883
	- Industrial Relations	6,988,459	6,988,459	7,016,821
	- Workers' Compensation Review Board and Compensation Advisory	10	10	- 0 -
	- B.C. Council of Human Rights	1,143,656	1,143,656	1,103,264
	- Consumer Services	3,094,756	3,094,756	3,073,483
	- Liquor Control and Licensing	2,572,567	2,572,567	2,506,212
	- Frozen Funds	120,000	120,000	- 0 -
	Total Vote 49	**24,274,538**	**24,274,538**	**23,892,270**
50	Prevention and Treatment of Substance Abuse	39,063,368	38,146,341	
	Frozen Funds	9,110,000	9,110,000	- 0 -
	Total Vote 50	**48,173,368**	**48,173,368**	**38,146,341**
	Total Ministry Vote	**72,720,003**	**72,720,003**	**62,285,506**

INFORMATION SYSTEMS BRANCH

Information Systems Branch assists in the effective delivery of Ministry programs by providing expertise in the strategic management of information and associated technology; managing the security, maintenance and development of computer applications; supporting Ministry staff in their use of these applications; operating a computer facility; and developing plans and policies related to the use of information technology.

PERSONNEL SERVICES BRANCH

The Personnel Services Branch provides the following consultative services and functions: recruitment and selection,organizational development, classification, labour relations, staff training and development, occupational health and safety, compensation, benefit administration, leave management, and employee records.

The Branch also deals directly with the public seeking employment in the public service and represents the Ministry in matters of concern to the Government Personnel Services Division.

The program is governed by personnel policies of the Government, Public Service Act, Public Service Labour Relations Act, Human Rights Act, and is impacted by various collective agreements of public service trade unions. Services are provided to Ministry executive, program managers and employees, central agencies, and the general public.

PUBLIC AFFAIRS BRANCH

The Public Affairs Branch promotes awareness and acceptance of Ministry programs and legislation by:

- planning and executing effective promotional and informational programs within budgetary confines;
- providing public relations advice and services to the Minister and Ministry officials;
- promoting line branches' activities by producing news releases, brochures, audio-visuals and advertising;
- coordinating media inquiries and Ministry statements.

By providing these services, Public Affairs assists the Minister, the Ministry Executive, and all branches of the Ministry.